For PlayStation 4 | Mobile

EAR FORCE®

P12

AMPLIFIED STEREO GAMING HEADSET

USER GUIDE

TURTLE BEACH™

#1 IN GAMING AUDIO

WELCOME TO TURTLE BEACH!

Congratulations on your purchase of the Ear Force® P12 headset from Turtle Beach. You'll enjoy powerful gaming audio and chat on the PlayStation 4. Turtle Beach brings over 35 years of expertise to transforming your listening experience.

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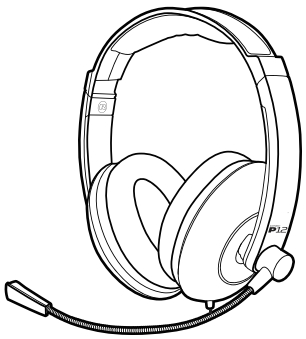
Package Contents

For our Knowledgebase and Technical Support please visit
turtlebeach.com/support



A

Ear Force P12 Headset

B

Ear Force P12 In-line Amplifier

C

Turtle Beach Sticker

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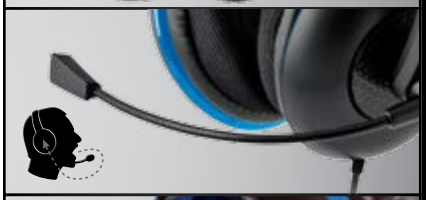
About the Ear Force P12 Headset

Amplified Stereo Sound
P12 delivers high-quality digital game and chat for an enhanced audio experience.

High-Quality Chat
High-sensitivity microphone on a flexible boom keeps you heard loud and clear.

Simple Setup
One simple USB connection delivers all game and chat audio.

Mobile Gaming Versatility
Disconnect from the in-line amp to use the P12 on the go with your mobile devices including PS Vita™.

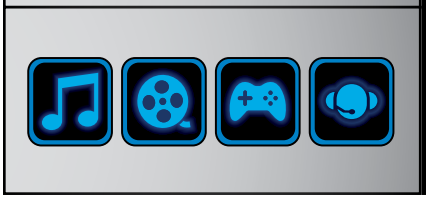


Microphone Monitor
Hear your voice in the headset so you don't have to shout.

Amazing Sound & Comfort
Full-range 50mm speakers supported by breathable, around-the-ear mesh ear cushions for hours of comfort and noise-isolation.

Adjustable Bass Boost
Dial up the thump with variable Bass Boost.

Convenient In-Line Controls
Master volume, Bass Boost and mic mute controls at your fingertips.



For All Your Audio Needs
Headsets aren't just great for games. Use the P12 for enjoying streaming movies and TV from Netflix™ and Hulu Plus™ or Blu-Ray Disc. Crank up your tunes on music services like Pandora™ and then chat with friends or make mobile calls!

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Parts and Controls

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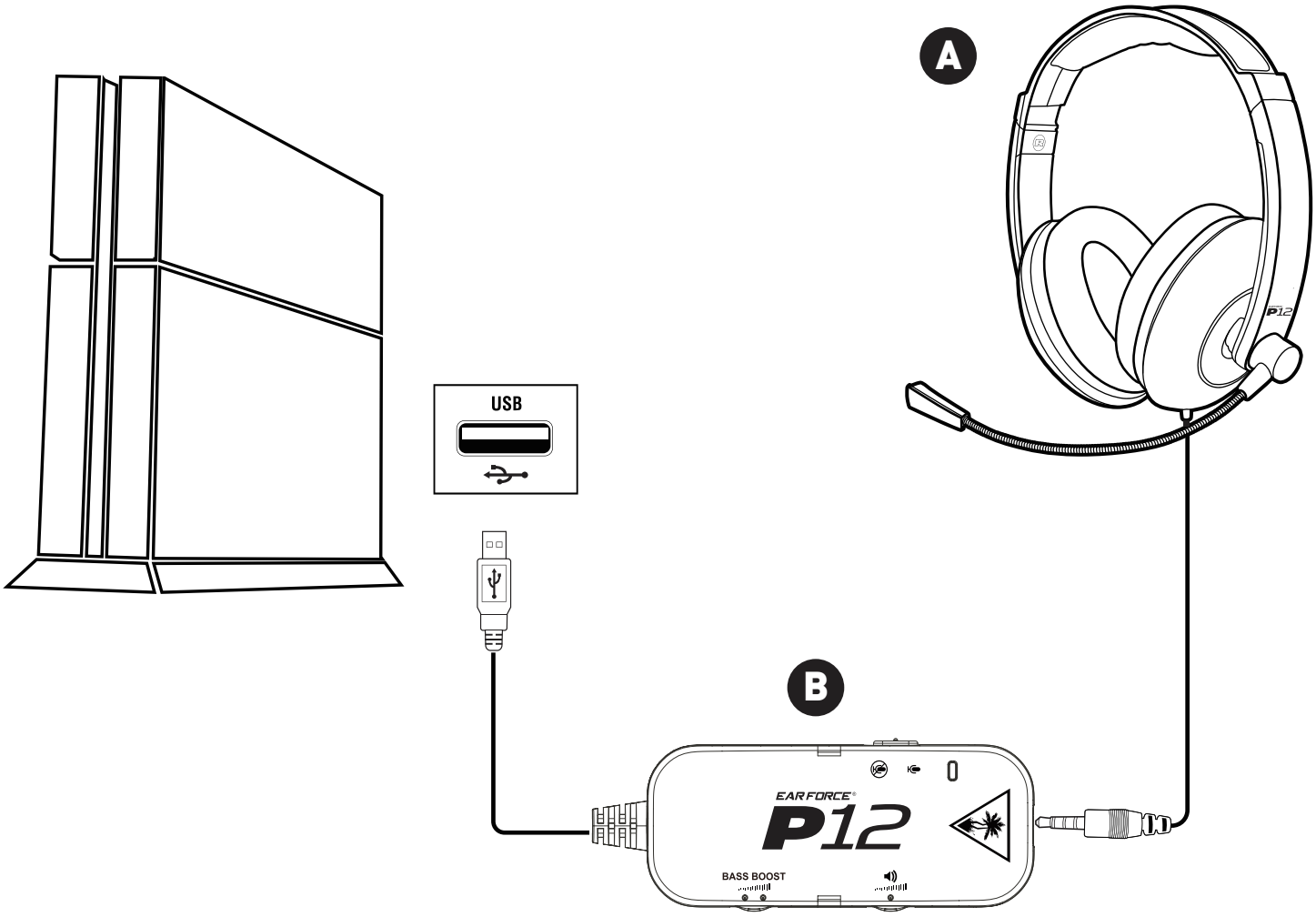
Setup and Connections: PlayStation 4



Connecting to your PlayStation 4

1. Connect the 3.5mm Headset Plug into the P12 In-Line Amplifier
2. Connect the USB Plug on the P12 In-Line Amplifier to a USB Port on the front of the PS4

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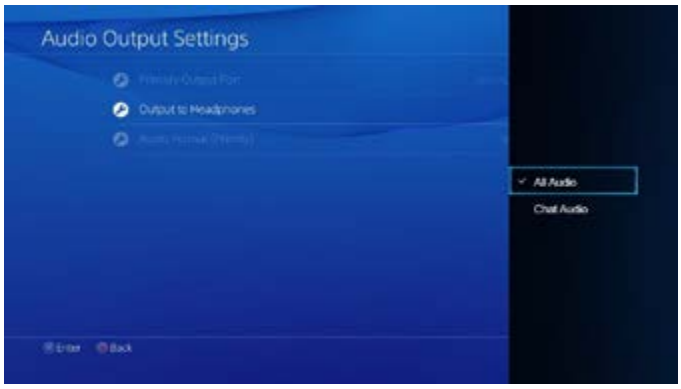
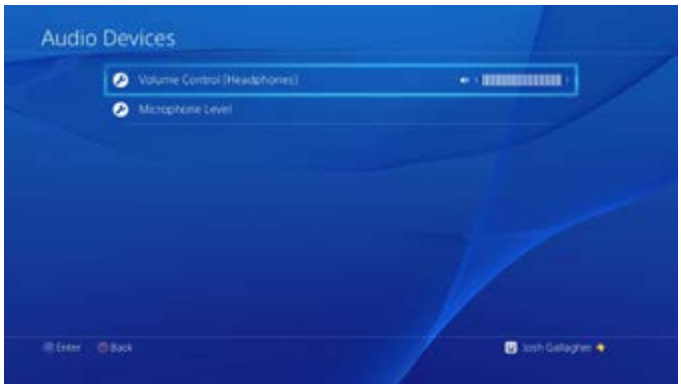
Setup and Connections: PlayStation 4

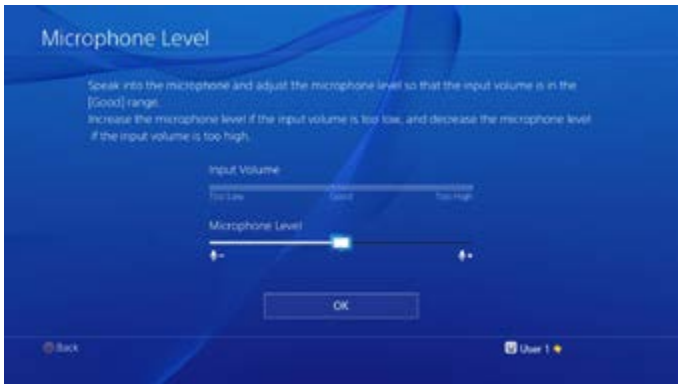
Configuring your PlayStation 4



1. Go to Settings >> Sound and Screen >> Audio Output Settings >> Output to Headphones
2. Select “All Audio”



3. Go to Settings >> Devices >> Audio Devices >> Headsets and Headphones >> Volume Control (Headphones)
4. Turn up the volume level to maximum



5. Go to Settings >> Devices >> Audio Devices >> Headsets and Headphones >> Microphone Level
6. Follow the on-screen instructions to calibrate your microphone

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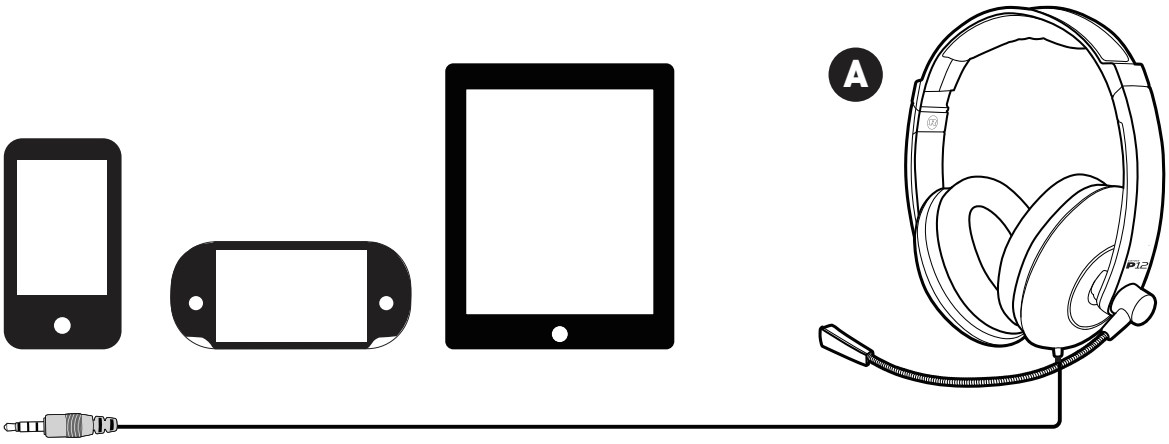
Setup and Connections: Mobile Sources



Connecting to your Mobile Devices

- Connect the Headset Plug from your Headset to the Headset Jack on your preferred mobile device
  Note: For reliable sound, confirm that all connections are firmly inserted.

Configuring your Mobile Device

- Your P12 should be automatically detected and will be used as the Primary Headphones/Microphone for all Calls, Video, and Music.

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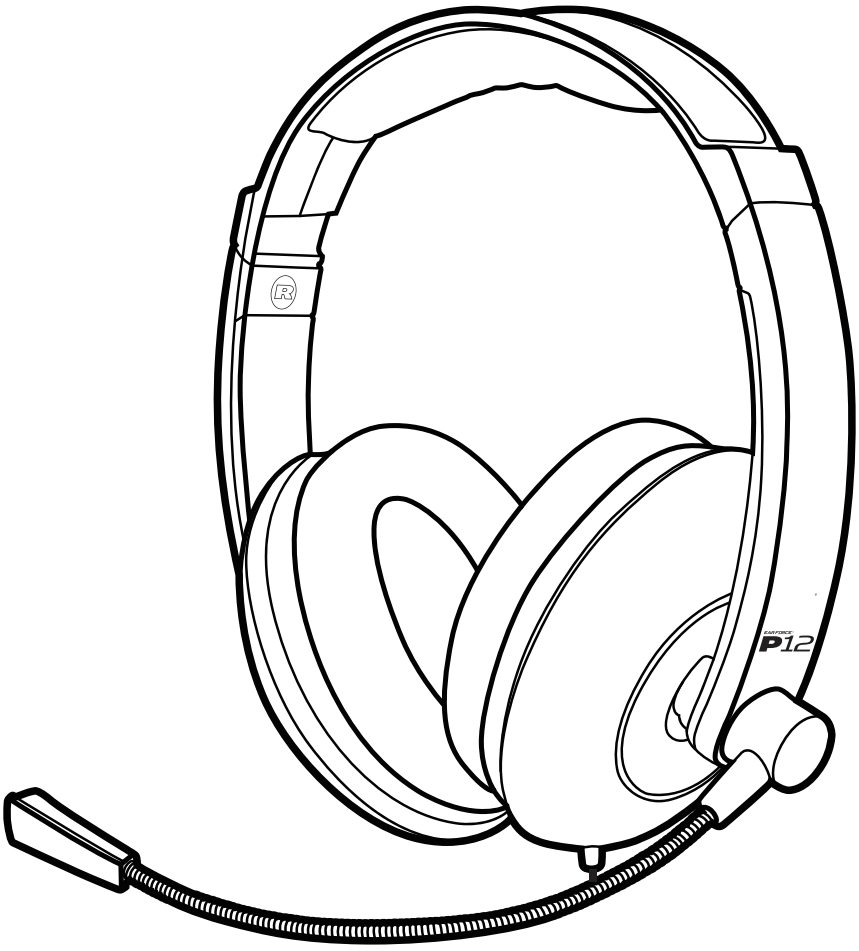
Specifications

- **Speakers** 50mm Diameter Drivers with Neodymium Magnets
- **Frequency Response** 20 Hz – 20kHz
- **Microphone Design** Flexible Omni-Directional
- **Headset Input** 3.5mm 4-Pole
- **P12 Amplifier Interface** USB-A, 3.5mm 4-Pole
- **Headset Weight** 6.5oz(186g)



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Troubleshooting Tips

No Sound / Low Sound

Possible cause	Solution
Volume Control Turned Down	Please check to ensure that your volume dials are raised to an appropriate level.
Loose Connector	Please make sure that the headset is fully plugged into the amplifier and that the amplifier is firmly connected to a USB port on your PS4 If necessary, read over the installation steps for your console again to ensure that all the cables are connected properly. Try another USB port to verify that it is working properly.
Incorrect PS4 Settings	Please make sure that Settings > Sound and Screen > Audio Output Settings > Output to Headphones is set to 'All' and not 'Chat Audio'.

Microphone Not Working

Possible cause	Solution
Microphone Muted	Please ensure that the mic mute switch is in the appropriate position. If the power LED is red, then you know that the mic is MUTED (OFF).
Incorrect PS4 Settings	Please make sure that Settings >> Devices >> Audio Devices >> Headsets and Headphones >> Microphone Level is calibrated correctly following the on screen instructions.

If your issue is not resolved by these steps, please visit **turtlebeach.com/support**

Important Safety Information

To avoid potential damage to the device, always disconnect all cables before transporting it.

WARNING: Permanent hearing damage can occur if a headset is used at high volumes for extended periods of time, so it is important to keep the volume at a safe level. Over time, your ears adapt to loud volume levels, so a level that may not cause initial discomfort can still damage your hearing. If you experience ringing in your ears after listening with the headset, it means the volume is set too loud. The louder the volume is set, the less time it takes to affect your hearing. So, please take care to listen at moderate levels.

- Before placing a headset on your ears, turn the volume down completely, then slowly increase it to a comfortable level.
- Turn down the volume if you can't hear people speaking near you.
- Avoid turning up the volume to block out noisy surroundings.

Regulatory Compliance Statements for the P12 Models

Federal Communications Commission (FCC) Compliance Notices

Class B Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15, Subpart B of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Canadian ICES Statements

Canadian Department of Communications Radio Interference Regulations

This digital apparatus does not exceed the Class B limits for radio-noise emissions from a digital apparatus as set out in the Radio Interference Regulations of the Canadian Department of Communications. This Class B digital apparatus complies with Canadian ICES-003.

Règlement sur le brouillage radioélectrique du ministère des Communications

Cet appareil numérique respecte les limites de bruits radioélectriques visant les appareils numériques de classe B prescrites dans le Règlement sur le brouillage radioélectrique du ministère des Communications du Canada. Cet appareil numérique de la Classe B est conforme à la norme NMB-003 du Canada.

European Union and European Fair Trade Association (EFTA) Regulatory Compliance

This equipment may be operated in the countries that comprise the member countries of the European Union and the European Fair Trade Association. These countries, listed below, are referred to as The European Community throughout this document:

AUSTRIA, BELGIUM, BULGARIA, CYPRUS, CZECH REPUBLIC, DENMARK, ESTONIA, FINLAND, FRANCE, GERMANY, GREECE, HUNGARY, IRELAND, ITALY, LATVIA, LITHUANIA, LUXEMBOURG, MALTA, NETHERLANDS, POLAND, PORTUGAL, ROMANIA, SLOVAKIA, SLOVENIA, SPAIN, SWEDEN, UNITED KINGDOM, ICELAND, LICHTENSTEIN, NORWAY, SWITZERLAND

Declaration of Conformity

Marking by this symbol: CE

indicates compliance with the Essential Requirements of the EMC Directive of the European Union (2004/108/EC). This equipment meets the following conformance standards:

Safety: EN 60950-1: 2006 + A11: 2009 + A1: 2010 + A12: 2011 (T-Mark License)
Also Licensed for Standards:
IEC 60950-1: 2005 (2nd Edition) + Am 1: 2009 (CB Scheme Report/Certificate),
UL 60950-1: 2007 R12.11 (NRTL License),
CAN/CSA-C22.2 No. 60950-1-07 + A1: 2011 (SCC License)
EN 50332-1: 2000, EN 50332-2: 2003
Additional licenses issued for specific countries available on request

Emissions: EN 55022: 2010, CISPR: 2008

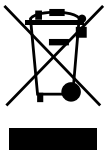
Immunity: EN 55024: 2010, EN 55024: 2010,
EN61000-4-2: (2008-12), EN61000-4-3: (2010-04), EN61000-4-4: (2011-03),
EN 61000-4-6: (2005), EN 61000-4-8: (2009-09)
These products are licensed, as required, for additional country specific standards for the International Marketplace. Additional issued licenses available upon request.
The products are licensed, as required, for additional country specific standards for the International Marketplace. Additional issued licenses available upon request.

Environmental: Low Voltage Directive 2006/95/EC, RoHS 2011/65/EU,
REACH 2006/1907/EC, WEEE 2012/19/EU, Packaging 94/62/EC

Warning!
This is a Class B product. In a domestic environment, this product may cause radio interference, in which case, the user may be required to take appropriate measures.

Achtung!
Dieses ist ein Gerät der Funkstörgrenzwertklasse B. In Wohnbereichen können bei Betrieb dieses Gerätes Rundfunkstörungen auftreten, in welchen Fällen der Benutzer für entsprechende Gegenmaßnahmen verantwortlich ist.

Attention!
Ceci est un produit de Classe B. Dans un environnement domestique, ce produit risque de créer des interférences radioélectriques, il appartiendra alors à l'utilisateur de prendre les mesures spécifiques appropriées.



This symbol on the product or its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste for recycling, please contact your local authority, or where you purchased your product.

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Japan Compliance Statement

この装置は、クラスB情報技術装置です。この装置は、家庭環境で使用
することを目的としていますが、この装置がラジオやテレビジョン受信機に
近接して使用されると、受信障害を引き起こすことがあります。
取扱説明書に従って正しい取扱いをして下さい。
VCCI－B

This is a Class B product based on the standard of the VCCI Council. If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

Korean Compliance Statement

B급 기기 (가정용 방송통신기자재)
이 기기는 가정용(B급) 전자파적합기기로서 주로 가정에서 사용하는
것을 목적으로 하며, 모든 지역에서 사용할 수 있습니다.

Class B
(Broadcasting Communication Equipment for Home Use)
As an electromagnetic wave equipment for home use (Class B), this equipment is intended to use mainly for home use and may be used in all regions.

LIMITED ONE YEAR WARRANTY FOR TURTLE BEACH PRODUCTS:

Voyetra Turtle Beach, Inc. ("VTB") warrants to the original end-user purchaser ("Purchaser") that the retail Turtle Beach hardware product herein ("Product") will be free of defects in materials and workmanship for a period of one year from the date of purchase by the Purchaser ("Warranty Period"). Any Extended Warranty or Service Plans purchased through a Retail store are not honored by VTB. The Warranty refers to the repair/replacement of a defective product during this period and not a refund.

This limited warranty is extended only to the original Purchaser of a new product, which was not sold "AS IS". It is not transferable or assignable to any subsequent purchaser. This limited warranty is applicable only in the country or territory where the Product was purchased from an authorized VTB retailer and does not apply to a Product that has been purchased as used or refurbished or was included as part of a non-VTB product.

WARRANTY SERVICE:
In the USA and CANADA Warranty Service is provided by our Turtle Beach USA offices and in all other Countries it is provided by our local International Distributors when available. Refurbished/Recertified products are sold on an AS IS basis with a 90-day Warranty or less in accordance with each vendor's policy.

VTB does not warrant uninterrupted or error-free operation of the Product and is under no obligation to support the Product for all computer operating systems or future versions of such operating systems.

If a defect should occur during the Warranty Period, Purchaser must contact VTB to obtain a Return Merchandise Authorization ("RMA") number on the basis of the dated purchase receipt. Purchaser will be responsible for shipping costs incurred in returning the defective Product to an authorized VTB service center, or to the repair facility located at VTB's corporate headquarters. VTB will not be responsible for other products or accessories included with the defective Product sent to VTB. The RMA number must be clearly indicated on the outside of the package. Packages without an RMA number will be refused by VTB or its representatives and returned to sender at the sender's expense.

In the event of a defect, Purchaser's sole and exclusive remedy, and VTB's sole liability, is expressly limited to the correction of the defect by adjustment, repair, or replacement of the Product at VTB's sole option and expense. VTB owns all Products it has replaced and all parts removed from repaired Products. VTB uses new and reconditioned parts made by various manufacturers in performing warranty repairs and building replacement products. If VTB repairs or replaces a product, the original Warranty Period is not extended, however, VTB warrants that repaired or replacement parts will be free from defects in material and workmanship for a period of thirty (30) days from the date of repair or replacement, or for the remainder of the Warranty Period, whichever is greater.

This warranty does not apply to any Product that has had its serial number altered, removed or defaced, or any Product damage caused by shipping, improper storage, accident, problems with electrical power, abuse, misuse, neglect, ordinary wear, acts of God (e.g. flood), failure to follow directions, improper maintenance, use not in accordance with product instructions, unauthorized modification or service of the Product or damage resulting from the use of the Product with hardware, software or other products not provided by or specifically recommended by VTB.

NOTES:
- Replacement Parts and accessories that are subject to "wear and tear" such as earpads, mic foam covers, talkback cables, etc. have a three (3) month Warranty.
- Replacement Parts for Discontinued Products are sold on an AS IS basis, they are not supported and come with a 30 day Warranty.

THIS LIMITED WARRANTY IS PURCHASER'S SOLE AND EXCLUSIVE REMEDY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. TO THE EXTENT PERMITTED BY APPLICABLE LAW, VTB HEREBY DISCLAIMS THE APPLICABILITY OF ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE FOR THE PRODUCT. IF SUCH A DISCLAIMER IS PROHIBITED BY APPLICABLE LAW, THE IMPLIED WARRANTY IS LIMITED TO THE DURATION OF THE FOREGOING LIMITED WRITTEN WARRANTY.

IN NO EVENT SHALL VTB BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, OR DAMAGES, INCLUDING BUT NOT LIMITED TO ANY LOST PROFITS, DATA, OR LOSS OF USE, ANY THIRD PARTY CLAIMS, AND ANY INJURY TO PROPERTY OR BODILY INJURY (INCLUDING DEATH) TO ANY PERSON, ARISING FROM OR RELATING TO THE USE OF THIS PRODUCT OR ARISING FROM BREACH OF THE WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, TORT, OR STRICT LIABILITY, EVEN IF VTB HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

This warranty supersedes all prior agreements or understandings, oral or written, relating to the Product, and no representation, promise or condition not contained herein will modify these terms. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you. This warranty gives you specific legal rights. You may also have other rights, which vary from state to state. Any action or lawsuit for breach of warranty must be commenced within eighteen (18) months following the purchase of the Product.

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EXCLUSIONS FROM LIMITED WARRANTY:

This Limited Warranty shall not apply and VTB has no liability under this Limited Warranty if the Turtle Beach Product:

- is used for commercial purposes such as "LAN, Call Centers" (including rental or lease);
- is modified or tampered with;
- is damaged by Acts of God, power surge, misuse, abuse, negligence, accident, wear and tear, mishandling, misapplication, or other causes unrelated to defective materials or workmanship;
- serial number is defaced, altered or removed;
- is not used in accordance with the documentation and use instructions; or
- is repaired, modified or altered by other than authorized repair centers.
- is no longer available because it was discarded.

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TURTLE BEACH

#1 IN GAMING AUDIO

For Playstation 4 | Mobile

Watch Turtle Beach product training videos at:
youtube.com/TurtleBeachVideos

Product support and warranty information:
TurtleBeach.com/support

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This product is compliant with the Consumer Product Safety Improvement Act of 2008, Public Law 110-314 (CPSIA)